



JOINT FORCE HEADQUARTERS WISCONSIN

WISCONSIN NATIONAL GUARD
HUMAN RESOURCES OFFICE/J1
PO BOX 8111
MADISON, WI 53708-8111



JOB OPPORTUNITY **Number 10-263**

WISCONSIN ARMY/AIR NATIONAL GUARD

APPLICATIONS MUST BE RECEIVED IN THE HUMAN RESOURCES OFFICE/J1 (HRO) BY 4:00 p.m. ON THE CLOSING DATE

OPENING DATE: 4 October 2010	CLOSING DATE: 18 October 2010
POSITION: Supv IT Specialist (CUSTSPT) Position Description Control Number 90037000, GS-2210-12	LOCATION: JFHQ/J6/DCSIM, Madison, WI
SALARY RANGE: GS-12, \$68,809 to \$89,450 annually	TYPE OF APPOINTMENT: Excepted – Permanent

Also on our web site at: <http://dma.wi.gov/tech.asp>
Relocation expenses are not authorized.

***** ELIGIBILITY/NOTES *****

MILITARY MEMBERSHIP REQUIREMENTS: This position is only open to an on-board officer person currently employed as technician within the J6 directorate of the Wisconsin Army or Air National Guard. Veteran's preference does not apply to positions in this agency. **Military Grade:** The minimum grade available is O-4. The maximum grade available is O-5. Upon appointment, selectee must be eligible (DA Pam 611-21) to be assigned to one of the following compatible OBR or AOC: For Army is OBR 25 and AOC F53. Compatibility for Air is AFSC 33XX

- The wearing of the military uniform and abiding by the customs and courtesies as prescribed by applicable military service regulations are conditions of employment.
- Participants in the Selective Reserve Incentive Program (SRIP) or the ANG incentive program may be terminated for applicants upon entry in the technician program. See specific agreement for termination rules.
- Employees will be required to participate in direct deposit/electronic fund transfer (DD/EFT).
- Males born on or after 1 January 1960 must be registered with the Selective Service prior to employment.
- **SELECTED INDIVIDUAL MUST PASS A PREPLACEMENT PHYSICAL PRIOR TO APPOINTMENT.**

EQUAL EMPLOYMENT OPPORTUNITY: All applicants receive consideration for this position without regard to race, religion, color, national origin, gender, age, political affiliation or other non-merit factors.

***** REQUIRED QUALIFICATIONS *****

Applicants must address all the Knowledge, Skills and Abilities (KSAs) and explain the civilian and military work experience (with dates) that support the KSA. *Remember, only the information shown on the application can be used to evaluate qualifications for this position. Applicants must explain in detail on the application how the knowledge skills and abilities (KSAs) were acquired. General Experience: Technical, analytical, supervisory, or administrative experience which has demonstrated the candidate's ability to analyze problems of organization, workforce, information requirements, etc. and provide systematic solutions; and the ability to deal satisfactorily with others.

Specialized Experience: **GS- 12:** Must have Thirty-six (36) months of specialized experience which has demonstrated the following knowledge, skills, abilities (KSAs):

- a. Knowledge of customer service and support principles and methods sufficient to manage the IT Customer Support Division involving the delivery of a full range of customer support services to all serviced organizations.
- b. Knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failures.
- c. Knowledge of current state-of-the-art system software to include operating systems/help desk solutions as well as functional application software.
- d. Knowledge of how the hardware, software and network infrastructure related to the serviced systems along with an understanding of how they integrate together sufficient to analyze problems reported to distinguish between hardware, software, network and user-related problems.
- e. Knowledge of supervision principles and practices essential to managing a diverse IT and administrative work force.

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Substitution of Education for Specialized Experience: Study successfully completed in a college, university, technical or vocational school may be substituted for experience at the rate of one year of study (30 semester hours or 20 hours classroom hours of instruction per week) for 6 months of experience. Courses must be directly related to the work of the position. Copies of transcripts listing courses and credits earned must accompany application.

Evaluation Method: All applicants will be initially screened against the general qualifications and further evaluated on the basis of relevant experience, training and knowledge, skills and abilities listed in the specialized experience.

Brief Description of Duties and Responsibilities: Serves as the Division Chief/ IT Support Division of the Directorate of Information Systems for C4/J6. The organization provides support for the assigned portion of the command, control, communications and computers (C4) program. Plans, organizes, and directs the activities of the organization ensuring that the advice and assistance provided complies with legal and regulatory requirements and meets customer needs. Develops goals and objectives that integrate directorate/division and overall support of the C4 program directives. Establishes policies and procedures for accomplishment of the organization's C4 mission. Exercises supervisory personnel management responsibilities. Advises and provides counsel to employees regarding policies, procedures, and directives of management. Represents the organization with a variety of state and functional area organizations. Establishes, develops, and maintains effective working relationships with Nation Guard Bureau and state personnel at all management levels.

*** HOW TO APPLY ***

Submit a summary of your employment history using an OF 612 or Resume, and include the following information:

(Incomplete applications will not be accepted)

- Announcement number and title of the position for which you are applying.
 - Your full name, mailing address, appropriate phone numbers, Social Security Number, date of birth and country of citizenship.
 - Your military grade, unit of assignment, and MOS/AFSC. List your National Guard (weekend duties) separately from your other job experiences. List your position, military grade, supervisor, phone numbers, dates you have held each job and a detailed duty description.
 - A detailed narrative of your work experiences (paid or unpaid), training, education, and/or other information that relates to the vacancy. Use complete dates to indicate each amount of experience you have. Include pertinent military experiences and describe duties in detail, include DD Form(s) 214 (if applicable). You may use continuation pages to include all related experiences. Ensure that both military and civilian experiences are fully described, to include time frames. Highest Federal Civilian grade held (include job series and date held). If you use acronyms explain them.
 - **WRITE A SUMMARY OF EACH KSA, (Knowledge, Skills and Ability), INCLUDING DATES FOR EACH KSA, TO EXPLAIN HOW YOU QUALIFY.** List all pertinent military schools and training completed. Applicants should submit DMA Form 20 and/or 21 to document military schools and address KSAs. Failure to demonstrate these experience requirements may result in disqualification. MOS, Position Description, Job Title, grade and series WILL NOT qualify an applicant.
 - For Job Opportunities advertised at more than one qualifying grade level, you must indicate which grade level(s) you are applying for. Your application will only be evaluated against the grade level(s) that you list on your application.
 - High school and college education (major courses of study, dates of diploma, GED, or any degrees received to include name, city and state of educational institution attended and number of credits earned). To ensure credit for education you must include a copy of your transcript(s).
 - Applicants should include a DMA Form 181 or Standard Form 181.
 - Applications must have an original signature and date. Resumes must have a signed and dated cover sheet.
- * Note: Separate applications are required if applying for more than one Job Opportunity Announcement.

Send applications to **Joint Force Headquarters Wisconsin, ATTN: WIJS-J1-ST, 2400 Wright St, Madison, WI 53704-2572**. Applications must be mailed at the applicant's own expense and become property of the Human Resources Office/J1 and will not be returned or photo copied. When circumstances cause your application to arrive after the closing date, you may fax or e-mail ngwidhrfedstaffing@wi.ngb.army.mil an exact and complete, signed copy of your application. **Faxes and e-mails must be received in the HRO no later than 4:00 p.m. on the closing date.** If you fax or e-mail your application, the original must be postmarked by the closing date and received no later than seven calendar days following that closing date. **Late applications will not be accepted.** Direct any questions to the Recruitment and Placement Specialist at (608) 242-3722 or DSN 724-3722; fax (608) 242-3726.

Federal Civil Service Benefits Available: Group Life Insurance, Health Insurance Programs, Retirement Program, Injury Compensation Benefits, 13 days Sick Leave each year, Annual Leave - 13 days a year for the first three years, 20 days a year for the next 12 years and 26 days after 15 years, 10 paid Holidays and 120 hours Military Leave.

DISTRIBUTION: J6

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